

GUIDELINES FOR
**** PAYPHONE SERVICE PROVIDERS (PSPs) ****
SOUTH CAROLINA PUBLIC SERVICE COMMISSION (SCPSC)

EFFECTIVE: OCTOBER 6, 1997
(Reporting Requirements Modified October 2, 1998)

INFORMATION AND POSTING REQUIREMENTS

THE FOLLOWING INFORMATION SHOULD BE CLEARLY POSTED ON OR NEAR THE INSTRUMENT(S) AND AVAILABLE AT ALL TIMES:

- 1) The correct rate and applicable time units (if any) for a local coin sent call.
- 2) Instructions concerning access to 911 and/or other appropriate emergency numbers.
- 3) Instructions concerning access to directory assistance (DA), both local (411) and intrastate (1-Area Code-555-1212).
- 4) Name of the PAYPHONE owner or responsible party.
- 5) The PAYPHONE location's phone number.
- 6) Appropriate address, phone number(s) or instructions for refunds, service and/or repair concerning problems with or operation of the PAYPHONE.
- 7) Name(s) of local and/or presubscribed Interexchange Carrier (IXC) long distance service provider(s) and appropriate operator access or dialing instructions (0 or 00).
- 8) A statement which indicates that non-coin sent calling rates are available upon request by dialing the appropriate local (0) or long distance (00) operator.
- 9) Where a PAYPHONE will not accept standard coin denominations, specific information and/or instructions concerning acceptability of types of money deposits (nickels, dimes, quarters, quarters only, dollars, credit or charge cards, etc.) should be posted.
- 10) Instructions concerning 'dial-around' IXC access, consistent with FCC requirements (1-0-XXX, 950, 1-800/888 & etc.)

- 11) A current telephone directory (white pages only or white / yellow pages combined - in usable condition) for the appropriate local calling area should be available at each PAYPHONE location at all times. In situations where the PAYPHONE provider determines that such placement is unfeasible, a clearly posted statement should indicate that a directory is available on request from the premises attendant.
- 12) If a PAYPHONE cannot receive incoming calls, a statement indicating that incoming calls cannot be received shall be clearly posted on the instrument.
- 13) Other posting requirements as required by the FCC.

CONNECTION, SETUP, RATES & OPERATION

- 14) All coins must be returned in the event of an incomplete call.
- 15) PAYPHONES should allow readily obtainable access to all available interexchange carriers via the carrier's or customer's choice of access.
- 16) Rates charged for intrastate long distance calls should be no higher than the highest current rates charged by any SCPSC certified carrier.

The following types of calls should be available without a coin deposit:

- Operator access (both '0' and '00'),
 - Access to Telephone Relay Services (TRS),
 - Calls for service, repair & refunds,
 - 911 and/or other appropriate emergency numbers,
 - 800, 888 and other 'toll free' type calls
 - 1-0-XXX, 950, 1-800/888 and other appropriate means of (IXC) access.
- 17) PAYPHONES shall operate so as to provide 2-way service; unless a specific exemption has been granted by the Commission. Requests for such exemptions must be initiated by the PAYPHONE provider and accompanied with a statement indicating justification and/or support from an appropriate law enforcement agency. Where incoming calls are blocked, the PAYPHONE service provider shall arrange with the Local Exchange Carrier (LEC) to have an intercept placed on the line which indicates to the caller that the called number is unavailable to receive incoming calls.
 - 18) PAYPHONE providers must utilize only SCPSC certified local and interexchange carriers with which to interconnect for local services. PAYPHONES connected to 'wireless' carriers are exempted from this requirement.

- 19) PAYPHONES must be connected to a certified LEC with a separate access line which is designated and tariffed for that purpose.
- 20) PAYPHONES cannot be connected behind a PBX, concentrator, or other similar arrangement.
- 21) PAYPHONES must be connected to a certified carrier's network so as to be in compliance with all applicable tariff requirements and Part 68 of the Federal Communications Commission's (FCC) Rules & Regulations. Additionally, PAYPHONES should be installed and maintained according to applicable guidelines contained within the National Electric Safety Code, the Americans with Disabilities Act, Uniform Federal Accessibility Standards, and other generally accepted telecommunications industry standards.

CERTIFICATION, COMPLIANCE & REPORTING REQUIREMENTS

- 22) All PAYPHONE providers must file with the PUBLIC SERVICE COMMISSION and the Office of Regulatory Staff, on or before April 1 of each year, annual report information pertinent to the provider's total South Carolina operations for the preceding calendar year. This information should include:

- The provider's name,
- SCPSC certification number,
- Federal Employee Identification or Social Security (FEI/SS) number
- The providers address, phone number & appropriate contact person(s)
- Intrastate gross receipts (12 months ending 12/31)
- Total number of stations as of 12/31.

Certifications for PAYPHONE providers for whom annual report information is not received on or before April 1 are subject to revocation, after appropriate due process.

- 23) PAYPHONE providers must receive and maintain SCPSC certification.

- 24) PAYPHONE providers are expected to make all reasonable efforts to set-up and routinely maintain their instrument(s) so as to conform with these guidelines.

Blatant disregard for the Commission's guidelines may result revocation of certification, after appropriate due process.

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